

Adoption of industry problem solving standard

Originator: Tim Jackson
Job Title: Head of Supplier Quality
Business Unit: Submarines

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For the attention of the Managing Director and Quality Manager

Dear Sir or Madam,

Scope/Applicability:

All suppliers within the Rolls-Royce Submarines supply chain.

Introduction:

As part of our continuous improvement activities we are working with our suppliers to improve their problem solving capability, helping to prevent the potential recurrence of quality problems.

To support this, we are changing our problem solving requirements in line with an industry agreed standard. We intend to work with all suppliers within the Rolls-Royce supply chain to improve their problem solving capability and to implement the new standard by the end of 2016.

Background:

When Submarines launched SABRe into the supply chain we introduced our "7-Step Problem Resolution" process. This has proven to be very capable and helped develop problem solving capability internally and externally in our supply chain. As recognition of powerful problem resolution grows across our supply chain we find more and more suppliers adopting the industry standard of "8D" (based on AS13000).

The standard adopts eight disciplines (8D) and is supported globally through existing external training and consultancy organisations. SABRe already allows for the use of 8D as an acceptable problem solving tool. We will be moving to the use of 8D throughout 2016 and all suppliers to the Submarines supply chain will accordingly be required to transition to 8D by year-end.

Please take time to review the contents of this NTS and the opportunity to train and develop your employees in the use of the 8D standard.

If you have any issues or concerns with this approach please contact your usual Rolls-Royce Submarines point of contact for further information.

Action Required:

- Obtain a copy of the 8D problem solving standard AS13000 (available through the SAE International website) and build the requirements into your own quality system. A copy of the 8D investigation template is available under the corrective action portion of the SABRe forms section of the Rolls-Royce Global Supplier Portal.
- Develop the capability of your staff in order to improve the effectiveness of your problem solving activities. Seek training where necessary (training courses of 3-5 days exist which explain the approach).

- Allow your staff the time to work in teams to solve quality problems. Problem solving is not successful if it is performed in isolation.
- Review the quality of your problem solving submissions and check that you are satisfied with the standard of work being undertaken, such that it gives full confidence that the problems will not recur.
- Fully transition to 8D by the end of 2016, after which problem solving submissions using the current “7-Step” process will not be acceptable (8D submissions are already acceptable).

NTS Category:

Quality

Authorised by:

Andy Gordon

Director - Assurance & Improvement